

The Importance of Updating Employee Information

We know how busy you are and that administering your group benefits plan is only one small part of what you do on a day-to-day basis. With that in mind, we wanted to check in and remind you how important it is to review and update your employee information as changes take place.

You can do this quickly and easily through **my-benefits® for Plan Administrators**, Chambers Plan's online administration platform. You can update your employees' status and coverage levels, enrol new employees, and update earnings from ANYWHERE, at ANY TIME.

There are a number of reasons it is important we receive timely notification of employee additions and status changes:

- If employees are not insured on time, they may be subject to a medical review, placing their insurability — or that of their dependent(s) — at risk.
- If employees' earnings are not updated, it could leave them underinsured.
- If an employee has had a status change (e.g. marriage, birth of a child) or is no longer employed by your company, but we have not been notified, coverage levels and billed premium could be incorrect.

If you are unsure of what earning amounts to include, please refer to the *Statement of Income Worksheet* found on my-benefits.ca and in the *Forms & Resources for Administrators* section of chamberplan.ca or speak with your local advisor. Some increases in salary-based benefits as a result of earnings changes may not be guaranteed and require medical evidence. These individuals will be contacted directly with instructions. In cases where a salary change results in a new benefit amount, the *Certificate of Insurance* will be updated and can be accessed through *my-benefits* by both the Plan Administrator and the employee.

We highly recommend you review your billing statement to confirm your requested changes have been completed and are reflected correctly. This way you ensure benefits are administered accurately and efficiently.

Questions about *my-benefits* or how to submit pertinent changes? Please contact our Customer Service team toll-free at (800) 665-3365, email info@chamberplan.ca, or use the live 'Chat' function in *my-benefits*. We're here to help!



The easiest and fastest way to update salaries is by using the *Update Employees Earnings* tab in *my-benefits*®. Simply indicate the earnings for any employee requiring a change and click "save changes".

If you are not registered for *my-benefits*, register at www.my-benefits.ca.

